ATTACHMENT – H: Interview Instrument

Immunization Information Systems Examination of Services and Value Project

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IIS Interview Data Collection Instrument

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Interview Introduction

The purpose of this interview is to better understand the unique challenges and characteristics of each IIS as well as to give the opportunity for the IIS to further elaborate on assessment responses. The responses will ultimately help CDC to provide better support for IIS.

Prior to the interview, the project team has reviewed a number of existing data sources to inform us about your IIS. The data sources include: your responses from the online assessment, 2012 IISAR, your IIS Business Plan, conference presentations and any other relevant research.

The interview consists of 4 sections and has a total of 15 questions. The interview should take no more than 2 hours to complete. You may want to include other members of your organization who can assist you in answering the interview questions. *Please note: The expectation is that the online assessment will have been completed prior to the interview.*

If you have any questions regarding this interview or would like to provide any additional information, you can contact Anne Cordon via email at acordon@offspringsolutions.com or via phone at 470-246-4218.

Section 1 – Process and Organization

In reviewing your responses to Q 1 in the online assessment, we would like you to please elaborate on any challenges related unmet needs,

1. For the functions indicated as having a rating of less than optimal, please describe any specific issues or challenges related to performing these functions.

    > Notes:

2. Has your IIS implemented any *new processes or quality improvement initiatives* in recent years? If so, please describe the initiative and the results.

    a. Was there any realized cost savings or efficiency?

    b. What was the result (e.g. was the gain operational or technical?)

    > Notes:

3. Please describe where your IIS resides organizationally in relation to the broader immunization program.

    > Notes:

4. Describe the relationship of the IIS to the rest of your public health agency in terms of inter-related programmatic goals and objectives, shared resources, etc.

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    > Notes:

5. What are the major [operational] challenges experienced by your IIS? (e.g. staffing, skill gaps, technology, process, etc.)

Notes:

6. What are the five most significant attributes or critical success factors that characterize your IIS? This could be related to processes, technology, leadership and relationships, resources, etc.

    a. Could any of these attributes be shared or represent a significant value to other IIS?

    b. For those IIS s functions and support services indicated in questions 3 and 5 of the online assessment that were rated as very feasible to share , please elaborate. Please describe any technical, organizational/legal and architectural implications for sharing.

    c. If shared services were available, which ones would you be most interested in and willing to use?

Notes:

Section 2 – Stakeholder Relationships

Stakeholders

- Centers for Disease Control and Prevention (CDC)
- American Immunization Registry Association (AIRA)
- Association of Immunization Managers (AIM)
- Health Information Exchanges (HIE)
- Immunization Programs
- Hospitals
- Primary Care Providers
- Specialty Care Providers
- Department of Defense (Armed Forces)
- Department of Veterans Affairs (VA)
- Health Plans
- Indian Health Centers/Clinics
- State/County/City Health Departments
- K-12 Schools
- Colleges
- Patients/Clients
- Women, Infants and Children (WIC)
- Child Welfare Programs (TANF, Foster Care, Juvenile Justice)
- State Medicaid Program
- Retail Pharmacies
- Accountable Care Organizations
- Electronic Health Record Vendors
- Vaccine Manufacturers
- Public Health/Immunization Coalitions
- Medical Associations
- Others

7. Please describe your key relationships with the above stakeholders as applicable.

    a. Unique aspects

    b. What are the most valuable services your IIS provides to these stakeholders and why do you say that?

    c. For the reports that you indicated as highly valuable on the online assessment, why do you say that and how does your IIS produce these reports (ad-hoc, automated, user generated, etc.).

> Notes:

8. Has your IIS had any particular successes and/or challenges in dealing with any of these stakeholders? If so, please elaborate.

> Notes:

9. Please describe on-going or future initiatives, challenges and commitment to IIS interoperability with other systems.

> Notes:

> Notes:

Section 3 – Financials

10. Please elaborate on any unique sources of funding or successes in obtaining funding for your IIS (identified in the assessment) in the past 3-5 years.

    a. Can any of your unique funding strategies be shared with other IIS as a potential best practice? If yes, please elaborate.
    b. Any financial support and management for IIS interoperability received by your IIS.
    c. Are there any new funding sources your IIS plans to pursue in the future? Which and why?
    d. Do you have any ideas about potential, non-traditional funding sources?

> Notes:

11. What are the 3-5 most impactful factors or trends that drive cost in your organization?

> What is your IIS doing to address those issues?

> Notes:

12. Is your IIS currently providing or planning to provide any services or products that could bring in funding/revenue in some way and support your program? If so, please elaborate.

> Notes:

> Notes:

Section 4 –IIS Environment

13. Please describe any potential changes in your jurisdiction's legal framework affecting IIS. This might include mandates in legislation or regulation, or departmental policies.

> Notes:

14. Describe your IIS's place in the Enterprise Architecture (EA) of your organization/parent organization. Existing architecture diagrams with a brief explanation will be sufficient. Please include current and future plans if applicable.   *<Please let us know if you can provide us with any existing architecture diagrams>*

    a) Describe any advantages your EA gives your IIS (e.g. organization or technical strategies, shared services, etc. as an interface engine.)

    b) Describe any constraints your IIS faces given your architecture.

c) Please describe any future changes (under way or planned) in relation to your enterprise architecture.

Notes:

15. In the context of the changing healthcare landscape, what do you believe should be the top 3-5 priorities for IIS in the next few years?

Notes:

Conclusion

Thank you for your participation in this interview. Your responses will ultimately help CDC to provide better support for IIS.

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